



WITHDRAWAL OR TERMINATION OF SERVICES POLICY

1. PURPOSE

Lift Up Voices acknowledges that all people who have a disability have the choice and control to change service providers, or have more than one single service provider, and therefore the right to change or terminate the delivery of services at their own discretion.

This policy supports the NDIS Practice Standards, *Rights and Responsibilities* Core Module and the National Standards for Disability Services, in particular Standard 1: Rights.

2. DEFINITION

Withdrawal – the act of removing something

Termination – the act of ending or stopping something permanently

3. POLICY STATEMENTS

- Lift Up Voices is a Registered Provider of Supports under the National Disability Insurance Scheme
- Withdrawal or Termination of an Individual Service Agreement is not the same as cancellation of the delivery of services. Cancellation of service delivery by either party only occurs when there is a change of circumstances that affects either party and is not permanent. Withdrawal or Termination of Services is considered permanent.

4. PROCEDURES

4.1 Withdrawal or Termination of Services by a Participant

- Lift Up Voices acknowledges that participants have choice and control in the delivery of their supports. Therefore, a participant may terminate their Individual Service Agreement at any time with a minimum of 14 days written notice to Lift Up Voices.
- As part of our commitment to quality service delivery and continuous improvement, Lift Up Voices will endeavour to ascertain the reason for the termination of services by the Participant.

4.2 Withdrawal or Termination of Services by the Provider

- The Service Agreement may be cancelled by Lift Up Voices if:
 - The participant and/or their Nominee fails to do what is required of them under the terms of their Individual Service Agreement
 - The Participant and/or their Nominee fails to comply with the policies and procedures of Lift Up Voices

Date Adopted:	10.01.21	Next Review Date:	2022	Version:	02	Page 1 of 3
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- The Participant and/or their Nominee fails to communicate and provide information pertaining to changes to support needs
- Workplace Health and Safety considerations are ignored
- Communication has broken down between the Parties and/or
- Payment for support and/or expenses has not been received as per the Individual Service Agreement
- Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than 14 days.
- Upon termination of the Individual Service Agreement by either party, Lift Up Voices will take steps to ensure:
 - The cancellation of services has been reported to the National Disability Insurance Agency
 - All support and services that has been provided under the terms of the Service Agreement have been claimed

5. DELEGATIONS

5.1 Directors

- Ensure as far as practicable that all Head Coaches, Assistant Coaches, support workers and other staff personnel have followed the relevant Policy and Procedures.
- Liaise with the Participants and/or their Nominee who have indicated that they wish to withdraw service or terminate their Individual Service Agreement.
- Report to the Directors with relevant statistical/operational information that relates to the withdrawal or termination of support and any financial implications that may have on the service.
- Notify the NDIA of any impending withdrawal of service or termination of an Individual Service Agreement prior to its date of expiry.

5.2 Head Coaches and Assistant Coaches

- Inform the Director/s of any information that may relate to, or result in the withdrawal or termination of services by either a Participant and/or their Nominee.
- Inform the Director/s of any situation that may lead to the withdrawal or termination of service by the Provider.

5.3 Administrative Assistant/Bookkeeper

- Ensure as far as practical that any outstanding claims for service that has been delivered have been submitted to the NDIA and/or the Participant's Plan Manager for payment.

6. REVIEW

This policy will be reviewed on a yearly basis with participants, their families and staff of Lift Up Voices. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Date Adopted:	10.01.21	Next Review Date:	2022	Version:	02	Page 2 of 3
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RELATED POLICIES

- Code of Conduct Policy
- Compliments, Complaints and Feedback Policy
- Participation and Integration Policy
- Privacy and Confidentiality Policy
- Quality Assurance Policy
- Service Access Policy
- Service Delivery Policy

SUPPORTING DOCUMENTS

- Client Consent Form
- Complaints Register
- Talent Release Form

RELEVANT LEGISLATION OR STANDARDS

- Disability Discrimination Act
- National Disability Insurance Scheme Act (2013)
- NDIS Practice Standards and Quality Indicators (2020)
- National Standards for Disability Services, Standard 1: Rights
- National Standards for Disability Services, Standard 5: Service Access
- United Nations' Convention on the Rights of Persons with Disabilities (2006)

Date Adopted:	10.01.21	Next Review Date:	2022	Version:	02	Page 3 of 3
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